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LEARNING ACTIVITY UHS 2021 Seven Steps of Problem Solving

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Activity Description



Expected Outcomes

At the end of the session students should be able to

- Analyse information to solve problem
- Compile options to make decision

Case study...

A large yet a new financial services company struggle to stay relevant. The company realised the need to re-evaluate its position and come up with a new strategic planning to further direct the business despite the competitive pressures. Based on the current social & economic condition and your knowledge on problem solving techniques, suggest the measures that need to be taken by the company to cope with the challenges and achieve success.

instructions

1. Analyze the case (read carefully)
 - 1.1: Identify the issue; cause or effect (remember each effect might have numbers of causes).
 - 1.2: Identify the main cause that you can work on (based on resources that you have)

2. Identify potential solutions for the chosen cause
 - 2.1: you may do a brain storming to come out with the solution list

3. Employ SWOT analysis or T-chart to determine the best solution from the many solution that you have

Conclusion of The Chapter

- The first three stages of the seven steps problem solving are the vital ones.
- Take time & carefully analyse the problem or issue at hand – mistaken in problem identification stage will lead to wrong solution.
- Each issue that arise usually an effect of several causes. Ability to identify the main course or the root cause will guarantee accurate solution.



Problems are opportunities for innovations & progress

THANK YOU